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CONFIRMATION NO. 8142

SERIAL NUMBER 10/785,543	FILING OR 371(c) DATE 02/24/2004 RULE	CLASS 379	GROUP ART UNIT 2614	ATTORNEY DOCKET NO. 07117.105018
APPLICANTS John C. C. McIlwaine, Alpharetta, GA; Matthew G.A. McConnell, Alpharetta, GA;				
** CONTINUING DATA ***** This application is a CON of 10/198,019 07/18/2002 PAT 6,775,377 which is a CON of 09/950,528 09/10/2001 PAT 6,459,787 which is a CON of 09/517,500 03/02/2000 PAT 6,324,282 <i>yes QN</i>				
** FOREIGN APPLICATIONS ***** <i>none QN</i>				
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** SMALL ENTITY ** ** 05/17/2004				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance <i>QN</i> Verified and Acknowledged <u> </u> Examiner's Signature <u> </u> Initials <u> </u>		STATE OR COUNTRY GA	SHEETS DRAWING 6	TOTAL CLAIMS 23
INDEPENDENT CLAIMS 2				
ADDRESS 20786				
TITLE Method and system for delivery of individualized training to call center agents				
FILING FEE RECEIVED 412	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	